

Executive Information Technology Director supporting the Department of Intellectual and Developmental Disabilities

Overview

The Executive IT Director will provide the vision and leadership for all technology initiatives for the Tennessee Department of Intellectual and Developmental Disabilities (DIDD). The Executive IT Director operates at a strategic and operational level, working with the Business Domain Director for the Health & Social Services Business Domain as well as other members of the senior management team to identify the technology needs of the agency and develop a living strategic IT plan. The Executive IT Director will drive results by leading the IT team to deliver technology solutions that meet the business needs of the agency.

Essential Functions

Leadership (30%) – Lead the STS Information Technology Solutions workforce supporting the Tennessee Department of Intellectual and Developmental Disabilities (DIDD) by setting the focus for project direction and other efforts that align with the priorities of DIDD including the Mission, Vision and Core Values.

- Support a Sustainable organization – Support and implement the Agency’s professional development and succession plan in order to develop and sustain technology talent for DIDD technology services. Work with the Director of Talent management to develop and/or maintain IT specific development initiatives.
- Supervise staff, direct work assignments, manage resource allocation, and initiate personnel actions, including hiring, disciplinary actions, salary, performance goals and reviews according to State standards.
- Create a climate of creative thinking to engender IT employee engagement and develop business partner relationships.

Strategic Planning (20%) – Lead DIDD technology strategy to achieve results as set by DIDD goals and other initiatives.

- Lead the department in adopting and adhering to the State’s IT governance initiatives. Work closely with the Business Solutions Delivery leadership and the State’s IT project governance teams.
- Lead the effort to develop the Information Systems Plan (ISP) for DIDD annually that closely aligns with the business needs of the Agency. DIDD is required to develop an annual 3-year strategic technology plan to be submitted to the State’s Technology Planning department in F&A.

Customer Focus (15%) – Lead DIDD IT staff in providing excellent customer service to the Agency in support of their mission and identify opportunities for service improvement.

- Customer Satisfaction communication – Utilize the approved survey protocol and other tools to gather, baseline and improve internal customer satisfaction as it relates to the service DIDD technology staff provides.
- Collaborate to produce business-focused architecture and solution design with technologies that meet business needs and align with Agency goals and utilize STS standards.
- Communicates with internal and external business partners to facilitate delivery on strategic initiatives.

Workforce Focus (15%) – Lead DIDD IT staff in efforts to improve and manage talent.

- Talent Management Planning – Work with the F&A Director of Talent Management to implement the Talent Management plan developed for DIDD as it specifically relates to technology staff.
- Continuous Learning – Provide an environment of continuous learning in technology specific areas by encouraging staff to research new and emerging technologies. Utilize the State’s IT Academy for additional training.

Process Management / Improvement (10%) – Provide expertise to DIDD to assist in process improvement as it relates to technology by utilizing business analysts and project managers to identify system needs.

Measurement, Analysis, and Knowledge Management (5%) – Develop and / or use tools to track data-driven results

- Use IT tools to measure results – Provide direction for the use or development of IT tools to enable DIDD IT to measure results as it relates to KPI and customer satisfaction.
- Develops strategies, objectives, and service level agreements for IT services to measure and improve organizational efficiency and performance.

Results (5%) - Results will be achieved by the use of the State and DIDD IT specific tools to measure individual and overall performance. This will include the creation and / or use of job responsibilities, smart goals / IPP, and IDP for staff members. Assist the Divisions in providing the best services at the lowest cost.

Education and Experience

Graduated from an accredited college or university with a bachelor's degree, preferably in Computer Science or Information Systems and six years of professional level experience in information technology. Four of the six years must include managerial responsibilities.

Please submit your resume for consideration to Trena Maynard at trena.maynard@tn.gov.

Equal Opportunity Employer